

CITY OF STOCKTON UTILITY SERVICE DISCONNECTION AND APPEAL POLICY

I. City of Stockton Information

City Working Days & Business Hours:

- Monday – Friday (8:00 am – 4:30 pm)
- Closed every other Friday
- Only open 8:00 am – Noon on the first open Friday of each month
- Closed on City Holidays

Utility Billing Customer Service Contact Number: (209) 937-8295

Website: www.stocktonca.gov/LateUtilityBill

II. Disconnection Policy

The City Administrative Services Department has implemented an administrative suspension of water service disconnections for delinquent residential customer accounts.

III. Bill Review and Appeal Process for Water (if City is the water supplier), Wastewater (Sewer), and Stormwater Services

(A). Bill Review Request. If a customer wishes to contest their utility bill, they must submit a completed *Utility Billing Review Request Form* to the City by email to utilities@stocktonca.gov or by mail to 425 N. El Dorado Street, Stockton CA 95202, Attn: Utility Billing. The completed *Utility Billing Review Request Form* must be received by the City via the email or address above no later than 10 days from the date of the bill that is the subject of the dispute. Failure to timely submit the *Utility Billing Review Request Form* shall result in a request being summarily denied as untimely. The *Utility Billing Review Request Form* is available at www.stocktonca.gov/LateUtilityBill or can be obtained at 425 N. El Dorado Street, Stockton CA 95202, during business hours. Once submitted, City staff may contact the customer to request additional information or survey the property. The City generally issues its written responses within 21 days after receipt of the *Utility Billing Review Request Form*.

(B). Appeal to Director of Municipal Utilities Department. If a customer's dispute is not satisfactorily resolved by the bill review process, the customer may then submit a written appeal to the Director of the Municipal Utilities Department (Director) by email to MUD@stocktonca.gov or by mail to 2500 Navy Drive, Stockton CA 95206, Attn: Utility Bill Appeal, or such other email and address as specified in the City's written response. The appeal must be received by the City via the email or address above no later than 21 days after the date the City issued its written response to the initial bill review request. Any appeal received after the 21 days will be summarily denied as untimely. The appeal must state the reasons for the appeal, include a copy of the City's denial letter, include a copy of the disputed bill, and include any documentation supporting the appeal.

The Director, or their designee, will generally issue a written decision within 30 days after receipt of the appeal.

(C). Request for Hearing. If a customer disagrees with the decision of the Director, or their designee, the customer may request a hearing before a hearing officer under the provisions of Chapter 1.44 of the Stockton Municipal Code. To request a hearing, the customer must notify the City in writing at 425 N. El Dorado Street, Stockton CA 95202, Attn: Administrative Services Division, within 10 calendar days from the date of the Director's, or their designee's, decision. **For the request for hearing to be valid, it must be accompanied by an administrative fee of \$102.00.** A request for hearing received after the 10 calendar days will be summarily rejected as untimely. Once timely submitted, the customer will be noticed at least 10 calendar days in advance of the date and time of the hearing.

(D). Other Provisions.

(1). The customer must pay any undisputed portion of the bill (for example, the wastewater and stormwater portions if they are only disputing the amount of water billed) on time. It is recommended that the customer also pay the disputed charges on time to avoid late fees if those charges are found to be valid.

(2). References to "days" in this policy, unless otherwise specified, shall mean City Working Days as defined in Section I of this policy.